WHAT IS CLAIMED IS:

July 4.	A system for automatically prioritizing communications, con	nprising:
Ø3 /	a contact center configured to receive said communications;	
3/	a decision engine configured to determine a priority code for	each of said
4 .	received communications; and	

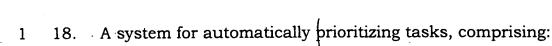
at least one queue configured to store said prioritized communications in 5 order of priority code. 6

- The system of claim 1, wherein said decision engine includes a parser 2. configured to analyze content of said received communications.
- The system of claim 1, wherein said communications include text 3. communications and said decision engine includes a parser configured to parse **3** text of said text communications.
 - The system of claim 3, wherein said text communications contain 1 2 natural language that is parsed by said parser.
 - The system of claim 2, wherein said parser identifies concepts of said 1 2 received communications.
 - The system of claim 5, wherein said parser identifies relationships 1 2 between said concepts.

- The system of claim 5, wherein said decision engine compares said 7. 1
- concepts with priority criteria to determine said priority codes. 2
- The system of claim 2, wherein said parser analyzes said received 1 8.
- communications by identifying keywords in said received communications. 2
- The system of claim 1, wherein said communications are received by said 9. 1
- contact center via a text-based communication channel. 2
- The system of claim 1, wherein said communications are voice 10.
- communications and said decision engine includes a parser configured to
- **3** analyze content of said voice communications.
 - The system of claim 1, wherein an agent having a judgment of priority 11.
- selects prioritized communications from said queue according to said judgment
 - 3 of priority.
 - The system of claim 11, further comprising a monitoring module 1 12.
 - 2 configured to monitor communications selected by said agent and to provide
 - 3 said selected communications and priority codes of said selected
 - 4 communications as feedback to said decision engine.

- 1 13. The system of claim 12, wherein said decision engine utilizes said
- 2 feedback to adjust priority criteria used to determine priority of said received
- 3 communications.
- 1 14. The system of claim 1, wherein said decision engine includes a parser
- 2 configured to parse said received communications and a priority module
- 3 configured to receive parsed communications from said parser and determine
- 4 said priority code for each of said parsed communications.
- 1 15. The system of claim 14, wherein said priority module is a learning
- 2 system and receives feedback from a monitoring module that monitors
- 3 communications selected from said queue by at least one agent.
- 1 16. The system of claim 14, wherein said priority module is a rule-based
- 2 system that determines said priority code according to a set of predetermined
- 3 rules.
- 1 17. The system of claim 1, wherein said priority code is determined in
- 2 accordance with priority guidelines established by a user of said system.

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- a contact center configured to receive said tasks;
- a decision engine configured to determine a priority code for each of said
- 4 tasks; and
- 5 at least one queue configured to store said tasks in order of priority code.
- 1 19. The system of claim 18, wherein said decision engine includes a parser
- 2 configured to analyze content of said tasks.
- 1 20. The system of claim 18, wherein said decision engine includes a parser
- 2 configured to parse text of said tasks.
- 1 21. The system of claim 20, wherein said tasks contain natural language
- that is parsed by said parser.
 - 1 22. The system of claim 19, wherein said parser identifies concepts of said
 - 2 tasks.
 - 1 23. The system of claim 22, wherein said parser identifies relationships
 - 2 between said concepts.
 - 1 24. The system of claim 22, wherein said decision engine compares said
 - 2 concepts with priority criteria to determine said priority codes.

- The system of claim 19, wherein said parser analyzes said tasks by 1 25.
- identifying keywords in said tasks. 2
- The system of claim 18, wherein said tasks are received by said contact 26. 1
- 2 center via a text-based communication channel.
- The system of claim 18, wherein said tasks are voice tasks and said 27.
- decision engine includes a parser configured to analyze content of said voice 2
- 3 tasks.

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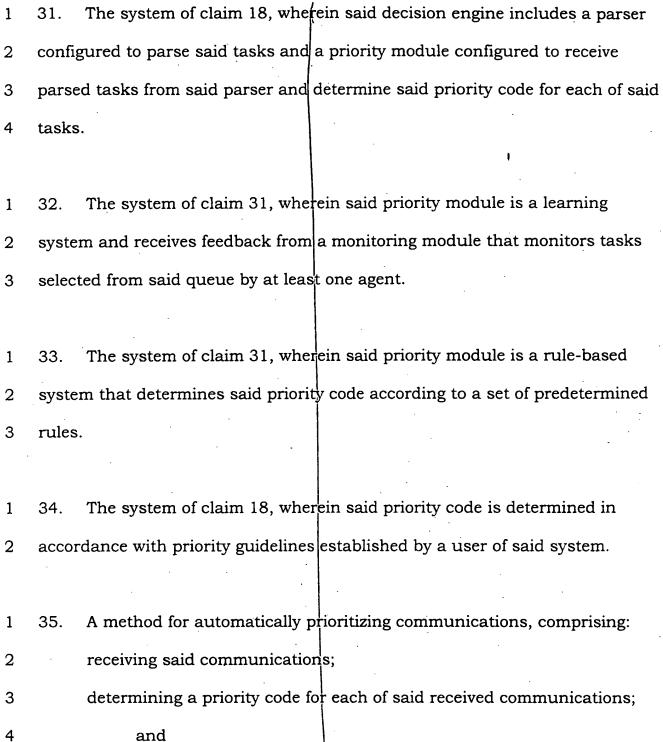
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- The system of claim 18, wherein an agent having a judgment of priority 1 28.
- selects tasks from said queue according to said judgment of priority.
- The system of claim 28, further comprising a monitoring module 29.
- The state of the s configured to monitor tasks selected by said agent and to provide said selected
 - tasks and priority codes of said selected tasks as feedback to said decision 3
 - engine. 4
 - The system of claim 29, wherein said decision engine utilizes said 30.
 - 2 feedback to adjust priority criteria used to determine priority of said tasks.



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to priority code.

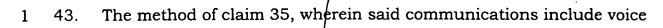
storing said prioritized communications in at least one queue according

- 1 36. The method of claim 35, wherein the step of determining a priority code
- 2 includes analyzing content of said received communications.
- 1 37. The method of claim 35, wherein the step of determining a priority code
- 2 includes parsing text of said received communications.



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- 1 38. The method of claim 37, wherein said text of said received
- 2 communications contains natural language.
- 1 39. The method of claim 36, wherein analyzing content of said
- 2 communications includes identifying concepts of said received
- 3 communications.
- 1 40. The method of claim 39, wherein the step of determining said priority
- 2 code includes comparing said concepts with priority criteria.
 - 1 41. The method of claim 36, wherein analyzing said received
- 2 communications includes identifying keywords.
- 1 42. The method of claim 35, wherein said communications are received via a
- 2 text-based communication channel.



- 2 communications and the step of determining a priority code includes analyzing
- 3 content of said voice communications.
- 1 44. The method of claim 35, wherein an agent having a judgment of priority
- 2 selects communications from said queue according to said judgment of priority.
- 1 45. The method of claim 44, further comprising the step of monitoring
- 2 communications selected by said agent and utilizing said selected
- 3 communications and priority codes of said selected communications as
- 4 feedback.
- 1 46. The method of claim 45, wherein utilizing said selected communications
- 2 and said priority codes includes adjusting priority criteria used to determine
- 3 priorities of said communications.
- 1 47. The method of claim 43, further comprising the step of converting said
- 2 voice communications into text communications prior to determining said
- 3 priority code.
- 1 48. The method of claim 43, wherein analyzing content of said voice
- 2 communications includes identifying emotional content.

1	49.	A system for automatically prioritizing communications, comprising:
2	-	means for receiving said communications;
3		means for determining priority code for each of said received
4		communications; and
5		means for storing said prioritized communications in order of priority
6		code.
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1	50.	Asystem for automatic task prioritization, comprising:
2		a decision engine configured to receive tasks and to determine a priority
2 (本) (本)		of each task;
4 H 4		at least one task queue configured to store said prioritized tasks in order
1 5		of priority; and
6		a monitoring module configured to monitor tasks selected from said task
6 7		queue by at least one agent and to forward said selected tasks and
8		a priority code associated with each selected task as feedback to
9		said decision engine such that said decision engine uses said
10		feedback to update priority criteria.
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